

CLAIMS

What is claimed is:

Sub
1) A

- 1) A method for interacting with a computer so as to perform support functions, the method comprising the acts of:
forming a graphical user interface using a text markup language;
activating a user interactive control;
hooking onto a navigation control associated with the activated user interactive control; and
performing an initial action responsive to variables including: the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target.
- 2) The method of claim 1 wherein the text markup language is hypertext markup language.
- 3) The method of claim 1 wherein the text markup language is Rich Text Formatting.
- 4) The method of claim 1 wherein the target is RUN and the action causes a file designated by the uniform resource locator to execute.
- 5) The method of claim 1 wherein the target triggers an action comprising looking up the uniform resource locator in a database and executing a subsequent action specified in the database as relating to the uniform resource locator.
- 6) The method of claim 5 wherein the subsequent action comprises installation of a software driver.
- 7) The method of claim 5 wherein the subsequent action comprises execution of a routine to identify a device to install.
- 8) The method of claim 1 wherein the action comprises execution of a disk image dialogue with a source specified in the uniform resource locator.
- 9) The method of claim 1 wherein the action comprises opening a folder specified in the uniform resource locator in a window.

- 10) The method of claim 1 wherein the uniform resource locator references an online document and the action generates a dynamic frameset and loads a first page of the document.
- 11) A method for interacting with a computer to install device drivers, the method comprising the acts of:
specifying a device identification and an operating system;
searching an initialization file for a reference to the device identification and the operating system;
copying device related files into file directories referenced by the operating system; and
merging device related files into the operating system registry.
- 12) The method of claim 11 additionally comprising the acts of:
identifying a JIMFILE line in the initialization file; and
deleting a file from a folder specified in the JIMFILE line.
- 13) The method of claim 12 additionally comprising:
identifying a JIM line in the initialization file; and
deleting a hardware registry key specified in the JIM line.
- 14) A computerized system for performing support functions comprising:
a graphical user interface comprising a text markup language;
a user interactive control;
a hypertext link target associated with the user interactive control; and
a computer support resource responsive to: activation of the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target.
- 15) The computerized system of claim 14 additionally comprising a database wherein the hypertext link target triggers an action comprising looking up the uniform resource locator in the database and executing a subsequent action specified in the database and relating to the uniform resource locator.
- 16) The computerized system of claim 14 wherein the text markup language is hypertext markup language.

- 17) A user interface written in a text markup language and invocable on a computer system, the interface comprising:
an icon for online books to invoke a display of a user to online documentation;
an icon for FAQ's to invoke the display of frequently asked questions;
an icon for drivers to access system drivers and installation routines;
an icon for vendor contact to effectuate electronic communicate with support personnel; and
a home icon to display an interface home page.
- 18) The user interface of claim 17 additionally comprising:
a text search box;
an external graphic file portion; and
a markup language content area including a hyperlink corresponding to the icon for online books, the icon for FAQs, the icon for drivers and the icon for vendor contact.
- 19) A computer program residing on a computer-readable medium, comprising instructions for causing a computer to:
form a graphical user interface using a text markup language;
activate a user interactive control;
hook onto a hypertext link target associated with the activated user interactive control; and
perform an initial action responsive to: the user interactive control, a uniform resource locator associated with the interactive control and the hypertext link target.
- 20) The computer program of claim 19 additionally comprising:
looking up the uniform resource locator in a database and executing a subsequent action specified in the database and relating to the uniform resource locator.
- 21) The computer program of claim 19 wherein the hypertext link target is RUN and the action causes a file designated by the uniform resource locator to execute.

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